The Credit World Index

The Credit World
Volume 72
August 1983–August 1984

The Credit World *is an official publication of The International Consumer Credit Association, 243 N. Lindbergh Ave., P.O. Box 27357, St. Louis, MO 63141-1757. It is published six times a year. Reprints of individual articles or entire magazines are available from University Microfilms International, 300 N. Zeeb Road, Ann Arbor, MI 48106 USA 313/761-4700; or 30/32 Mortimer St., London WIN 7RA, England 01/631-5030.*

INDEX BY SUBJECT

Automation/Innovation

Are you a computer illiterate?, Wayne Nystrom, Mar/Apr 1984, p. 30.
Beginnings of a universal payment system?, David A. O'Connor, Jan/Feb 1984, p. 30.
EFT approaches the point-of-sale, Edwin B. Cox PhD, Sep/Oct 1983, p. 24.
Unattended fueling—next step in the petroleum business, William Wolken, May/June 1984, p. 26.

Bankruptcy

The automatic stay in bankruptcy: avoiding creditor pitfalls, Henry J. Sommer, Esq., Nov/Dec 1983, p. 6.
Bankruptcy law: the roadblock in the House, Sen. Robert Dole, Nov/Dec 1983, p. 35.
Bankruptcy Reform and Courts Act of 1984, Jul/Aug 1984, p. 36.

Collections

Collecting effectively and legally, John W. Johnson, CAE, Mar/Apr 1984, p. 33.
Don't make these mistakes, Jonathon Sheldon, Esq., Sep/Oct 1983, p. 16.
Get the debtor's attention in his own language, John D. Lindley, May/June 1984, p. 20.
Medical credit, a mixture of collections and compassion, Claude Fitch, Jan/Feb 1984, p. 22.
Skiptracing . . . a whole new ballgame, Michael Goldberg, CCAE, Jan/Feb 1984, p. 18.
Utility credit, B. A. Corwin, May/June 1984, p. 14.

Counseling

Service to the unemployed, Sarah Felt, Sep/Oct 1983, p. 20.

Credit Cards

The cashless society, Peter M. Feldman, Mar/Apr 1984, p. 24.
Unattended fueling—next step in the petroleum business, William Wolken, May/June 1984, p. 26.

Economics and Credit

Credit—through younger eyes, Mark Miller, Nov/Dec 1983, p. 10.
Three decades of change in auto financing, Edmund O. Smith, May/June 1984, p. 6.
Why I need credit and personal money management education, Arnold Ragos, Nov/Dec 1983, p. 12.

Fraud

Chain of prevention, Richard C. Rescorla, Esq., Nov/Dec 1983, p. 14.
Stealing plastic money—big business, Peter Hernon, Jan/Feb 1984, p. 14.
Stop it before it starts, Helen Ryan Fisher, Nov/Dec 1983, p. 18.

ICCA-Related News

Aim for excellence, n.c.,* 1984 ICCC, Jan/Feb 1984, p. 6.
Chairman of the board annual report, Robert J. Devine, Jul/Aug 1984, p. 12.
Effects of change, n.c., Jul/Aug 1984, p. 6.
Report of the president, William J. Henderson, July/Aug 1984, p. 13.
Report to the membership: 1982 ICCA survey results, Mary Ann Armour, Sep/Oct 1983, p. 12.
We've got you covered (insurance), n.c., Mar/Apr 1984, p. 18.

Legislation—Regulation

Bankruptcy law: the roadblock in the house, Sen. Robert Dole, Nov/Dec 1983, p. 35.
Bankruptcy Reform and Courts Act of 1984, n.c., Jul/Aug 1984, p. 36.
FTC Credit Practices Rule issued, Federal Trade Commission Office, May/Jun 1984, p. 30.
Letterwriter's guide to congress, n.c., Mar/Apr 1984, p. 6.
Political activism, Robert J. Devine, CCCE, Sep/Oct 1983, p. 6.
Register and vote, n.c., Mar/Apr 1984, p. 24.

Miscellaneous

The credit executive's credo, James Ambrose, Nov/Dec 1983, p. 26.
E-COM—Postal Service's E-COM proving to be a steady performer, James F. Van Loozen, Jan/Feb 1984, p. 26.
From sea to shining sea, Robert F. Dee, May/Jun 1984, p. 18.

Training and Personnel

Are you a computer illiterate? Wayne Nystrom, Mar/Apr 1984, p. 30.
Credit life: a businessman's perspective, Robert Godfrey, Mar/Apr 1984, p. 28.
The political menagerie of the workplace, Martha A. Burns PhD, Nov/Dec 1983, p. 20.
We've got you covered (ICCA insurance), n.c., Mar/Apr 1984, p. 18.

INDEX BY TITLE

Aim for excellence, n.c., 1984 ICCC, Jan/Feb 1984, p. 6.
Are you a computer illiterate?, Wayne Nystrom, Mar/Apr 1984, p. 30.
The automatic stay in bankruptcy: avoiding creditor pitfalls, Henry J. Sommer, Esq., Nov/Dec 1983, p. 6.

*not credited

The Credit World Index continued

Bankruptcy law: the roadblock in the House, Sen. Robert Dole, Nov/Dec 1983, p. 35.
Bankruptcy Reform and Courts Act of 1984, n.c., Jul/Aug 1984, p. 36.
Beginnings of a universal payment system?, David A. O'Connor, Jan/Feb 1984, p. 30.
The cashless society, Peter M. Feldman, Mar/Apr 1984, p. 24.
Chain of prevention, Richard C. Rescorla, Esq., Nov/Dec 1983, p. 14.
Chairman of the board annual report, Robert J. Devine, Jul/Aug 1984, p. 12.
Collecting effectively and legally, John W. Johnson, CAE, Mar/Apr 1984, p. 33.
The credit executive's credo, James Ambrose, Nov/Dec 1983, p. 26.
Credit life: a businessman's perspective, Robert Godfrey, Mar/Apr 1984, p. 28.
Credit—through younger eyes, Mark Miller, Nov/Dec 1983, p. 10.
Don't make these mistakes, Jonathon Sheldon, Esq., Sep/Oct 1983, p. 16.
E-COM—postal service's E-COM proving to be a steady performer, James F. Van Loozen, Jan/Feb 1984, p. 26.
Effects of change, n.c., Jul/Aug 1984, p. 6.
EFT approaches the point-of-sale, Edwin B. Cox PhD, Sep/Oct 1983, p. 24.
Faulty rules and regulations can frustrate creditors and consumers, James C. Miller III, Sep/Oct 1983, p. 8.
FTC credit practice's rule issued, Federal Trade Commission Office, May/June 1984, p. 30.
From sea to shining sea, Robert F. Dee, May/June 1984, p. 18.
Get the debtor's attention in his own language, John D. Lindley, May/June 1984, p. 20.
Letterwriter's guide to congress, n.c., Mar/Apr 1984, p. 6.
Medical credit, a mixture of collections and compassion, Claude Fitch, CCCE, Jan/Feb 1984, p. 22.
Political activism, Robert J. Devine, CCCE, Sep/Oct 1983, p. 6.
The political menagerie of the workplace, Martha A. Burns PhD, Nov/Dec 1983, p. 20.
Register and vote, n.c., Jul/Aug 1984, p. 24.
Report of the president, William J. Henderson, CAE, Jul/Aug 1984, p. 13.
Report to the membership: 1982 ICCA survey results, Mary Ann Armour, Sep/Oct 1983, p. 12.
Service to the unemployed, Sarah Felt, Sep/Oct 1983, p. 20.
Skiptracing . . . a whole new ballgame, Michael Goldberg, CCAE, Jan/Feb 1984, p. 18.
Stealing plastic money—big business, Peter Hernon, Jan/Feb 1984, p. 14.
Stop it before it starts, Helen Ryan Fisher, Nov/Dec 1983, p. 18.
Three decades of change in auto financing, Edmund O. Smith, May/June 1984, p. 6.
Unattended fueling—next step in the petroleum business, William Wolken, May/June 1984, p. 26.
Utility credit, B. A. Corwin, May/June 1984, p. 14.
We've got you covered (ICCA insurance), n.c., Mar/Apr 1984, p. 18.
Why I need credit and personal money management education, Arnold Ragas, Nov/Dec 1983, p. 12.

INDEX BY AUTHOR

AMBROSE, James, The credit executive's credo, Nov/Dec 1983, p. 26.
ARMOUR, Mary Ann, Report to membership: ICCA survey results, Sep/Oct 1983, p. 12.
BURNS, Martha A., The political menagerie of the workplace, Nov/Dec 1983, p. 20.
CORWIN, B. A., Utility credit, May/June 1984, p. 14.
COX, Edwin B., EFT approaches the point-of-sale, Sep/Oct 1983, p. 24.
DEE, Robert F., From sea to shining sea, May/June 1984, p. 18.
DEVINE, Robert J., Political activism, Sep/Oct 1983, p. 6.
DEVINE, Robert J., Chairman of the board annual report, Jul/Aug 1984, p. 12.
DOLE, Sen. Robert, Bankruptcy law: the roadblock in the House, Nov/Dec 1983, p. 35.
FEDERAL TRADE COMMISSION, FTC Credit Practice's Rule issued, May/June 1984, p. 30.
FELDMAN, Peter M., The cashless society, Mar/Apr 1984, p. 24.
FELT, Sarah, Service to the unemployed, Sep/Oct 1983, p. 20.
FISHER, Helen Ryan, Stop it before it starts, Nov/Dec 1983, p. 18.
FITCH, Claude, Medical credit, a mixture of collections and compassion, Jan/Feb 1984, p. 22.
GODFREY, Robert, Credit life: a businessman's perspective, Mar/Apr 1984, p. 28.
GOLDBERG, Michael, Skiptracing . . . a whole new ballgame, Jan/Feb 1984, p. 18.
HENDERSON, William J., Report of the president, Jul/Aug 1984, p. 13.
HERNON, Peter, Stealing plastic money—big business, Jan/Feb 1984, p. 14.
JOHNSON, John W., Collecting effectively and legally, Mar/Apr 1984, p. 33.
LINDLEY, John, Get the debtor's attention in his own language, May/June 1984, p. 20.
MILLER, James C. III, Faulty rules and regulations can frustrate creditors and consumers, Sep/Oct 1983, p. 8.
MILLER, Mark, Credit—through younger eyes, Nov/Dec 1983, p. 10.
NYSTROM, Wayne, Are you a computer illiterate?, Mar/Apr 1984, p. 30.
O'CONNOR, David A., Beginnings of a universal payment system?, Jan/Feb 1984, p. 30.
RAGOS, Arnold, Why I need credit and personal money management education, Nov/Dec 1983, p. 12.
RESCORLA, Richard C., Chain of prevention, Nov/Dec 1983, p. 14.
SHELDON, Jonathon, Don't make these mistakes, Sep/Oct 1983, p. 16.
SMITH, Edmund O., Three decades of change in auto financing, May/June 1984, p. 6.
SOMMER, Henry J., The automatic stay in bankruptcy: avoiding creditor pitfalls, Nov/Dec 1983, p. 6.
VAN LOOZEN, James F., E-COM—postal service's E-COM proving to be a steady performer, Jan/Feb 1984, p. 26.
WOLKEN, William, Unattended fueling—next step in the petroleum business, May/June 1984, p. 26.

The Credit World
is available in Microform
from
University Microfilms International

Please send additional information
for The Credit World
Name _____
Institution _____
Street _____
City _____
State _____ Zip _____
300 North Zeeb Road Dept. P.R., Ann Arbor, MI 48106